

*** FORM XII.D. COMPLIANCE**

Has the Applicant been informed that it is out of compliance with any provision of an existing franchise with the County?

☒ Yes ☐ No **Customer Service Call Answering Standards**

If the answer is "yes," will the Applicant take steps to bring itself into compliance?

☒ Yes ☐ No

If the answer is "yes," describe those steps.

Comcast continues to improve customer service through a number of initiatives. The recently instituted “Think Customer First” program focuses our Customer Account Executives and, in fact, all personnel on courtesy, timeliness of response and an enhanced knowledge base on technical and billing questions.

In addition, continual training, improved resourcing of personnel, coupled with the use of new technologies such as pay by phone options and improvements to our ASPECT switch, which improves routing of customer calls, should alleviate the problems we have experienced over the last several months. The Customer Service Department is working on various initiatives to promote a higher level of service. Their work shifts are adjusted periodically to take into consideration the seasonal changes in call volume. They are being coached on a one-to-one basis and participating in additional training sessions. The Managers, Supervisors and Lead Customer Service Representatives have increased the number of calls that are being monitored, and individual feedback on strengths and weaknesses are communicated to the customer service representatives.

Comcast strives to provide quality service to our customers both in our diverse programming and in the responsiveness of our employees. The Technical Department can have a major impact on the call volume to the call center; improvements in their work performance have a direct correlation in the volume of calls and customer satisfaction. The Technical Department strives to make all appointments within their time windows, and follows it up with an “On Time Guarantee”. Resolution of service calls and “service interruptions” on the initial call are a priority. In addition, technical work is audited for quality assurance by a separate technical team. All of these efforts assist in reducing the call volume.

Finally, improved supervision in the Manassas Call Center, which serves a number of jurisdictions, along with hiring additional qualified personnel and reducing employee churn will create a more positive experience for the customer.

* The Memorandum on Legal Issues submitted as part of the Proposal sets forth the legal principles governing Comcast’s response to this Form.